

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

1368

Data Received

22-APR-2002

Od_or
rt_dt
od_rt
up_ltr

Reference No.

8008240

749658

Work Num

Home Nu

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an authorization, NHTSA will NOT provide your name and address to the vehicle manufacturer.

Signature of

Date 5/3/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1G82F528X1202485	Vehicle Make SATURN	Vehicle Model S	Vehicle Year 2001	Current Odometer Reading 28,100
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Purchase Date
9/2000

Dealer's Name South Holland SATURN

Engine Size
(CID/CC/L)
☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection
☐ New ☒ Used

City South Holland State IL Zip Code

No Cylinders

Transmission Type ☒ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3 Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10310000	Part Name(s) VISUAL SYSTEMS: WINDSHIELD WIPER	Location ☒ Left Front ☒ Right Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 05-DEC-2000 Mileage at Failure(s) 28000 28000 Vehicle Speed at Failure(s)	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

IT IS VERY HARD TO SEE ^{THRU} TO THE WINDSHIELD WIPER. THERE IS poor visibility AS THE WIPER BLADES DO NOT PROPERLY CLEAR THE WINDSHIELD. I complained to the Dealer and he changed the blades. This DID NOT Alleviate the Problem. I returned and the Dealer installed New Wiper Arms. This still did NOT Alleviate the problem. I returned to the Dealer, who related that it

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

IS THE DESIGN. THIS IS A SAFETY HAZARD. INCLEMENT WEATHER
(RAIN AND SNOW) CAUSE HAZARDOUS DRIVING CONDITIONS, WHICH
NECESSITATE A CLEAR AND UNOBSTRUCTED VIEW OF THE ROAD.
THE WINDSHIELD IS NOT CLEAR AFTER THE WIPER BLADE CLEARS THE
WINDSHIELD. IT IS SMEARED, AS IF THE BLADES WERE WORN. I
AM A CHICAGO POLICE OFFICER WHO HAS INVESTIGATED NUMEROUS MOTOR VEHICLE ACCIDENTS.
I KNOW THE IMPORTANCE OF A CLEAR AND UNOBSTRUCTED VIEW. I HAVE ^(WHILE IN REPAIR SHOP)
SPOKEN WITH A FEW OWNERS OF SATURN'S WHO HAVE REPORTED THE SAME
PROBLEM. MY SISTER WHO HAS A 1996 SATURN, DOES NOT EXPERIENCE
ANY PROBLEMS WITH HER WINDSHIELD WIPERS.
THIS IS A SAFETY PROBLEM WHICH NEEDS TO BE ADDRESSED.
THANK YOU.

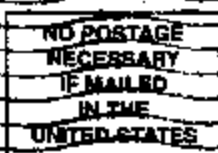
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

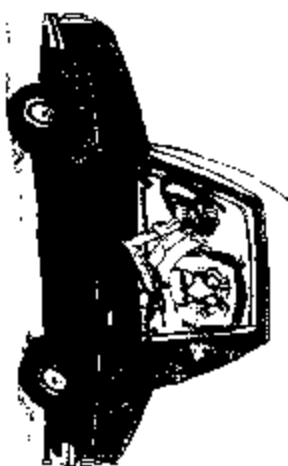


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U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



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and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

**VEHICLE
OWNER'S
QUESTIONNAIRE**